

POSITION POSTING

FUNCTIONAL TITLE: Administrative Assistant
LOCATION: Massachusetts Teachers' Retirement System
One Monarch Place, Suite 510, Springfield, MA
STARTING SALARY: \$38,300
APPLICATION DEADLINE: Friday, March 22, 2019

The Massachusetts Teachers' Retirement System (MTRS) is the pension plan for the Commonwealth's public school educators. The plan provides retirement, disability and survivor benefits to more than 66,000 recipients and maintains and services retirement accounts for more than 93,000 active members and 28,000 inactive members. On a monthly basis, the MTRS collects contributions and related data for all active members from more than 400 local school districts.

The MTRS's main office is located in Charlestown, MA (approximately 85 employees). The MTRS's Western Regional Office is located in Springfield, MA (approximately 7 employees). This posting applies to the Springfield office.

GENERAL STATEMENT OF DUTIES:

Under the general supervision of the Director and Assistant Director of Western Regional Office, the Administrative Assistant performs administrative and clerical tasks to support the Springfield office staff.

The Administrative Assistant shall perform the following duties:

- Serves as office receptionist, answering telephone calls, responding or distributing voicemail messages and greeting visitors.
- Communicates professionally, both verbally and in writing, with members of the MTRS.
- Logs all incoming requests and prepares files for processing.
- Reviews incoming member requests, follows up on missing information, and identifies cases that require expedited service.
- Coordinates retirement application review process, acknowledges applications, identifies high priority cases, and manages file organization.
- Creates creditable service, service credit purchase and retirement application workflows in *MyTRS*, which is the agency's pension benefit application system.
- Assists members who "walk-in" to the office for counseling services when applicable.
- Maintains spreadsheet of members who "walk-in" to the office for counseling services.
- Requests, logs, and distributes files to Member Services staff.
- Maintains group counseling schedule for MTRS counseling staff and a general calendar of unit meetings and projects.
- Responds to GenInfo email requests when applicable and/or distributes emails to appropriate staff.
- Responsible for mail machine updating and monthly log usage.

- Provides administrative support to the Director and Assistant Director of Western Regional Office, as needed.
- Responsible for securing Personal Identifiable Information (PII) at the front desk on a daily basis.
- Participates in all unit and agency projects as needed.
- Performs other duties as assigned.

QUALIFICATIONS REQUIRED:

- Minimum of high school diploma, with at least two years of relevant administrative experience preferred.
- Excellent organizational skills, flexible, and able to handle a multitude of tasks.
- Detail oriented.
- Desire to work in an environment committed to teamwork and quality service.
- Ability to communicate effectively and professionally with co-workers, members, and the public.
- Ability to follow instructions and function both independently and as a member of a team.
- Ability to file, collate, and operate office equipment.
- Enthusiasm, a positive attitude, and the ability to maintain harmonious relationships with the members, employers, and MTRS staff.
- Commitment to competent, compassionate and quality service at all times.
- Business experience with Microsoft Word, Excel, and Outlook.
- Experience with member/customer/client databases preferred.
- Ability to work a 9:00 AM to 5:00 PM schedule.

APPLICATION PROCESS:

Interested applicants must apply online at www.mass.gov. Type the words Mass Careers in the search option. You will be directed to a different page with a heading, "Find Your Future Commonwealth Job." Select the option, "Start Your Career - Find a Commonwealth Job (External Candidates)." Click "Sign In," which is located in the upper right-corner of the page. You will need to create a Profile if you do not currently have one.

Please attach a cover letter addressing how your skill set will make you a successful candidate for the Administrative Assistant position in the Western Regional Office. Failure to submit a cover letter will result in disqualification. Your resume should be addressed to:

Robert Fabino
 Director of Human Resources and Legal Affairs
 Massachusetts Teachers' Retirement System
 500 Rutherford Ave., Suite 210
 Charlestown, MA 02129-1628

Selected applicants will be invited to take a test designed to evaluate their basic writing, math and computer skills. Please no calls, emails or faxes. The MTRS is an equal opportunity employer.

